

2. (TWICE AMENDED) The message processing apparatus according to claim 1, wherein the receiver state list includes completion information indicating whether the receivers have viewed the interpersonal message or whether the receivers have completed business activities related to a content of the message.

3. (TWICE AMENDED) The message processing apparatus according to claim 2, wherein the message management unit enables the content of the interpersonal message and the receiver state list corresponding to the message to be displayed on a terminal screen in an associated manner.

4. (TWICE AMENDED) The message processing apparatus according to claim 1, wherein the receiver state list includes:

open information indicating open states of the interpersonal message of the plurality of receivers; and

completion information indicating whether the receivers have viewed the interpersonal message or whether the receivers have completed business activities related to a content of the interpersonal message.

5. (TWICE AMENDED) The message processing apparatus according to claim 1, comprising:

Sub F1 a storage unit storing the content of the interpersonal message, receivers' names and completion information indicating whether the receivers have viewed the content of the interpersonal message or whether the receivers have completed business activities related to a content of the interpersonal message, in an associated manner, wherein

the preparation unit prepares the receiver state list based on the receivers' names and the completion information.

Sub D2 6. (TWICE AMENDED) The message processing apparatus according to claim 5, comprising:

an amendment unit amending the contents of a transmitted interpersonal message stored in the storage unit; and

a recovery unit recovering all the receivers' open information indicating an open state to a

not-opened state when the interpersonal message is amended by the amending unit.

7. (TWICE AMENDED) The message processing apparatus according to claim 6, wherein:

the storage unit stores a plurality of comments prepared by the receivers in response to the interpersonal message; and

the recovery unit causes the comments stored in the storage unit to be stored without modification, when the transmitted message is amended by the amendment unit.

Sub *F1* 8. (TWICE AMENDED) The message processing apparatus according to claim 5,

wherein: the storage unit stores a message type of the interpersonal message, and

the preparation unit prepares the receiver state list according to the message type, the receivers' names and the completion information.

9. (TWICE AMENDED) The message processing apparatus according to claim 8, comprising:

a setting unit displaying comment alternatives of comment patterns which correspond to the message type of the received interpersonal message, in a comment section of the received interpersonal message, and setting a comment pattern which corresponds to a comment alternative selected by the receiver as the receiver's comment to the received interpersonal message, wherein

the storage unit includes a comment pattern storage portion for storing, corresponding to the message type, the comment patterns and the comment alternatives which correspond respectively to the comment patterns.

10. (TWICE AMENDED) The message processing apparatus according to claim 1, wherein the message management unit enables a sender and all receivers of the interpersonal message to view the content of the interpersonal message and the receiver state list on screens of the terminals.

Sub *F1* 11. (TWICE AMENDED) The message processing apparatus according to claim 1, wherein the message management unit provides a comment section for inputting a comment to

the received interpersonal message and causes the comment inputted to the comment section to be displayed as the comment of a corresponding receiver, in the receiver state list.

12. (TWICE AMENDED) The message processing apparatus according to claim 1, wherein the message management unit causes a delay state for a response time limit that is set in the interpersonal message to be displayed as delay information in a received message list.

C Sub D3
13. (TWICE AMENDED) The message processing apparatus according to claim 1, comprising:

an open ratio obtaining unit obtaining an open ratio of the interpersonal message from open information indicating an open state of the receiver of the interpersonal message, and a display unit displaying the open ratio of the interpersonal message in a message list.

14. (TWICE AMENDED) The message processing apparatus according to claim 1, comprising:

a completion ratio obtaining unit obtaining a completion ratio from completion information indicating that the receivers of the interpersonal message have viewed the interpersonal message, or that business activities related to a content of the interpersonal message is completed; and

a display unit displaying the completion ratio which is obtained from the completion ratio obtaining unit in a message list.

Sub F1
15. (TWICE AMENDED) The message processing apparatus according to claim 1, further comprising:

a detection unit automatically detecting designated keywords from comments submitted by a receiver of the interpersonal message in response to the interpersonal message; and a counter unit counting a number of comments which include the keywords detected by the detection unit, wherein

the message management unit causes the number of comments including the designated keywords to be displayed on a terminal.

Sub D4
16. (TWICE AMENDED) A message processing apparatus for processing a plurality of interpersonal messages transmitted from a plurality of terminals, the message processing

apparatus comprising:

a preparation unit preparing a message list for displaying a formatted type interpersonal message related to business activities and a non-formatted type interpersonal message not related to business activities, together with a message type; and
a message management unit managing information in the message list.

17. (TWICE AMENDED) A message management method for managing a plurality of interpersonal messages transmitted from a plurality of terminals, comprising:

displaying a formatted type interpersonal message related to business activities and a non-formatted type interpersonal message not related to the business activities, together with a message type.

18. (TWICE AMENDED) A message management method for use by a server apparatus connected via a network to a plurality of terminals, comprising:

enabling a user to compose, view and respond to interpersonal messages from one of the terminals; and

preparing a receiver state list indicating respective states of a plurality of receivers whom an interpersonal message is multi-addressed to.

Su b 19. (TWICE AMENDED) The message management method according to claim 18, comprising displaying the receiver state list in a manner associated with the interpersonal message.

F1 20. (TWICE AMENDED) The message management method according to claim 18, comprising:

displaying the receiver state list in a manner associated with the interpersonal message, wherein, the receiver state list includes receivers' names and completion information indicating whether receivers of the interpersonal message have viewed the interpersonal message or whether the receivers of the interpersonal message have completed business activities related to a content of the interpersonal message.

Su b D5 21. (TWICE AMENDED) A message management method for use by a server apparatus connected via a network to a] plurality of terminals, comprising:

enabling a user to compose, view and respond to interpersonal messages from one of the terminals;

preparing a receiver state list indicating respective states of a plurality of receivers whom an interpersonal message is multi-addressed to; and

managing information in the receiver state list.

22. (TWICE AMENDED) The message management method according to claim 21, wherein the receiver state list includes receivers' names and completion information indicating whether receivers of the interpersonal message have viewed the interpersonal message or whether the receivers of the interpersonal message have completed business activities related to a content of the interpersonal message.

23. (TWICE AMENDED) A computer readable storage medium storing a program, the program comprising:

enabling a user at one of a plurality of terminals to communicate with a server apparatus to compose, view and respond to an interpersonal message; and

displaying a receiver state list indicating respective states of a plurality of receivers whom the interpersonal message is multi-addressed to.

24. (TWICE AMENDED) A computer readable storage medium storing a program, the program comprising:

displaying an interpersonal message receiver state list which includes names of receivers of the interpersonal message and completion information indicating whether the receivers of the interpersonal message have viewed the interpersonal message or whether the receivers of the message have completed business activities related to a content of the interpersonal message, on a terminal.

25. (TWICE AMENDED) A computer readable storage medium storing a program, the program comprising:

enabling a user at one of a plurality of terminals to compose, view and respond to an interpersonal message; and

preparing a receiver state list indicating respective states of a plurality of receivers whom the interpersonal message is multi-addressed to.

26. (TWICE AMENDED) The storage medium according to claim 25, wherein the receiver state list includes a plurality of receivers' names and completion information indicating whether receivers of the interpersonal message have viewed the interpersonal message or whether the receivers of the interpersonal message have completed business activities related to a content of the interpersonal message.

27. (TWICE AMENDED) The storage medium according to claim 26, wherein the program comprises:

recovering open information for all the receivers of the interpersonal message indicating an open state to a not-opened state when content of the transmitted interpersonal message is amended by a sender, wherein

the receiver state list includes open information indicating whether the receivers have opened the interpersonal message.